

Average Waiting Time For Referrals To A State Hospital For Persons In Emergency Departments By Hospital and LME

SFY 2015

		Jul		Aug		Sep		Total # Patients	Total Avg Hrs Waiting
Hospital	Referring LME	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting		
Broughton Hospital	Alliance Behavioral Healthcare					1	0.00	1	0.00
	Cardinal Innovations Healthcare Solutions	11	100.14	16	114.59	16	74.58	43	96.17
	CenterPoint Human Services					1	#DIV/0!	1	n/a
	CoastalCare			1	n/a			1	n/a
	Partners Behavioral Health Management	19	83.06	18	40.19	24	29.54	61	50.94
	Sandhills Center	1	n/a					1	n/a
	Smoky Mountain Center	37	71.41	26	97.65	41	106.38	104	90.01
Broughton Hospital Total		68	79.28	61	87.28	83	76.97	212	80.12
Central Regional Hospital	Alliance Behavioral Healthcare	124	95.45	151	107.67	151	123.80	426	109.73
	Cardinal Innovations Healthcare Solutions	22	108.61	13	104.67	22	83.17	57	98.96
	CenterPoint Human Services	13	300.78	10	89.99	8	81.73	31	166.63
	CoastalCare	3	162.81	3	73.08	1	n/a	7	126.92
	East Carolina Behavioral Health	1	21.67	1	n/a	2	0.00	4	10.83
	Eastpointe					2	0.00	2	0.00
	Partners Behavioral Health Management			1	4.67	1	0.00	2	2.33
	Sandhills Center	43	99.56	53	111.37	59	104.44	155	105.64
	Smoky Mountain Center			1	n/a	1	0.00	2	0.00
Central Regional Hospital Total		206	111.99	233	106.38	247	111.06	686	109.67
Cherry Hospital	Alliance Behavioral Healthcare	16	48.44	18	86.01	28	98.63	62	81.45
	CoastalCare	54	54.69	40	91.70	49	74.74	143	72.93
	East Carolina Behavioral Health	13	66.44	12	89.08	20	41.59	45	58.98
	Eastpointe	38	54.98	47	103.71	63	90.21	148	86.84
	Sandhills Center	3	81.56	3	167.54	1	104.08	7	113.97
Cherry Hospital Total		124	56.31	120	96.86	161	79.93	405	78.23
Grand Total		398	88.15	414	101.45	491	94.41	1,303	94.76

What the data DOES include:

- Every referral from an Emergency Department, regardless of whether the referral turned into an admission
- Average hours waiting; from the time the ED submitted necessary paperwork/information to the state hospital to the time the state hospital called the ED to inform them a bed was available. The wait time is also stopped once the state hospital discovers the patient was sent elsewhere or taken off of the IVC (this is dependent upon the ED following through to inform the state that alternative arrangements were made).
- Referrals from every LME-MCO in North Carolina
- Referrals for every state hospital in North Carolina
- Referrals for all ages and service types

What the data DOES NOT include:

- Those patients that did not wait on delay at all, such as walk-ins, drop offs, voluntary patients, or those brought from jail on a judge's order or taken in immediately despite the delay (all subject to EMTALA)
- Length of time it took the ED to send all the necessary referral information in order to make a decision
- Number of inappropriate referrals and withdrawn referrals
- Which referrals came from a 3-Way Contract Bed

- Whether or not the referring ED tried to place the patient in a community-based hospital prior to referring to the state hospital